


Public Transit Bus Operator Springfield Area Transit Company

**If you are a qualified CDL holder, we invite you to submit your resume
(with cover letter) for consideration.**

Qualified females and minorities are strongly encouraged to apply for our open positions

Springfield Area Transit Company (SATCo) provides fixed route bus service (7-days/week, 363 days/year) for the Pioneer Valley Transit Authority  within the greater Springfield area. We are currently accepting resumes (with cover letter) for **full-time** Public Transit Bus Operator positions.

Submitting your Cover Letter and Resume

If you would like to submit your cover letter and resume after reading the detailed information below, you may do so by either **uploading** them via this website, or by regular mail. The upload process will work on all major browsers such as *Internet Explorer, Firefox, Opera, Chrome and Safari*. Simply click the "Continue" button on the previous page to begin the uploading process.

Please note that phone calls to discuss online uploading issues (*if encountered*) cannot be accepted. If you are having difficulty uploading your resume electronically and cannot complete the process, please mail it via regular mail.

If mailing via regular mail, please send to SATCo Human Resources, 2840 Main Street, Springfield, MA, 01107.

Please **DO NOT** do any of the following:

- Submit your resume/cover letter by more than one method.
- Submit your resume/cover letter more than once by either method.
- Mail or upload any other paperwork with your resume and cover letter.
- Mail or upload any photo ID's or copies of your license.
- Attempt to submit resume on walk-in basis. They will not be accepted.
- Attempt to contact us by phone to check the status of your resume submission. Such calls will not be accepted or returned.

Resume Acknowledgement: As soon as you successfully upload your resume documents, an acknowledgement notice will be sent directly to the email address you provide. Mailed resume submissions are acknowledged in writing within 1-2 weeks of receipt and will be sent to the mailing address you provide on your resume.

License Requirement

To be a public transit bus operator for SATCo, you must have a current Massachusetts Commercial Driver's License (CDL) with passenger ("P") endorsement on your license, and no airbrake restriction at the time of your resume submission. A CDL issued from the State of Connecticut may be acceptable if you reside in CT.

A separate *Passenger Permit* does not qualify. A passenger permit only allows you to participate in the Passenger Endorsement process, which includes successful completion of approximately 60 hours of additional CDL training specific to bus driving, in addition to a road test and license conversion (to have the P endorsement included on your physical license).

If you are in the process of converting your CDL from another state to a MA CDL, or if you are in the process of converting a passenger permit to a passenger endorsement, or removing an airbrake restriction from your license, you must complete the process prior to submitting your resume, since completing the conversion and/or endorsement process can take a substantial amount of time. You must present your license at the time of the interview to confirm you possess the meet the license requirement.

Obtaining a CDL License

SATCo does not provide or sponsor CDL training for Bus Operators. If you do not yet have a CDL license and desire to obtain one, you may do so by contacting a local training program who specialized in providing CDL training. Such facilities include but are not limited to:

*United Tractor Trailer School (www.Unitedcdl.com);
Tri-State CDL Training Center (www.Tristatecdl.com); or
New England Tractor Trailer Training School (www.Netts.com).*

When enrolling into a program, you must be specific about what you want to do with your CDL license, since the requirements for driving a public transit bus are different than driving any other commercial vehicle, such as a tractor trailer or box truck.

Please note that these schools are not affiliated in any way with SATCo, but each of them is known to provide quality training in their respective areas of expertise. SATCo welcomes new graduates from each of these and other quality CDL training programs.

Other questions regarding the CDL licensing process can be directed to your local Registry of Motor Vehicles Branch.

Medical Requirements

Public Transit Bus Operators must meet the medical qualifications for commercial licensing and are required to obtain and maintain a current DOT Medical Card at all times. All job offers are made contingent upon meeting the DOT medical requirements of the job. Medical cards are normally issued for a 1-2 year period but can be issued for a lesser period of time depending on individual medical circumstances. Even if a person recently obtained a medical card for a previous employer, he/she would still be required to do so from SATCo's Company physician. Once expired, the card holder is required to renew his or her medical card via the DOT physical process.

DOT regulations require the employee/patient to provide current and thorough backup documentation from his or her specialist and/or primary care physician in order to obtain a valid medical card. Such conditions include but are not limited to diabetes, high blood pressure, sleep apnea and other sleep disorders, and certain mental health conditions. Therefore, all newly hired Bus Operators must pass a DOT physical as part of the pre-employment process requirements. Importantly, when attending the pre-employment physical appointment, you must be prepared to

bring any necessary documentation to the physical appointment in order to provide evidence that certain medical conditions (if applicable) are being treated, monitored, and managed appropriately. Being prepared to provide such documentation at the pre-employment physical appointment will prevent significant delays in the pre-employment screening process. Such delays could result in the inability to complete the pre-employment process on time for the scheduled class, thus disqualifying the candidate from employment.

In addition to meeting the DOT medical requirements of the job, you must also pass a general physical assessment to determine whether or not you are able to meet the physical demands of the position.

General Information about the Job

Position Summary: The Bus Operator's primary responsibilities are to safely and efficiently operate his or her assigned bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedules; act as a "front-line" customer service representative of the company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must be able to thoroughly learn and understand routes and transfer points, required fare structure, and knowledge of bus operation, as well as meet all legal requirements for commercial driving and license regulations. Must possess excellent customer service skills. Must be able to meet the physical demands of this position.

Hours: All Bus Operator positions at SATCo are full-time, 40-hours per week. Schedules will vary, and depend on the quarterly bidding process. The bidding process is based on seniority. Shifts will include evenings and weekends. The latest shift ends approximately 11:45 p.m.

Training Pay Rate: Initial training is paid at \$12 per hour throughout the training period (approximately 6-8 weeks). The training schedule occurs on the first shift (8:00 a.m. – 4:00 p.m.) and alternates between a Monday – Friday and Tuesday – Saturday schedule, depending on the training topics/needs for any given week. Trainees are notified of schedule variations the week prior to the change. Once training is completed, your schedule is determined by the quarterly bidding process, at which time approximately 175 drivers bid their jobs based on seniority.

Importantly, the training program **is not** training for CDL licensing. Applicants must already possess a CDL class A or B with a passenger endorsement (on the license) and no airbrake restriction in order to be considered. Training of newly hired bus operators focuses on routing, driving, safety, customer service, processes and procedures, equipment specific training (i.e., fare box and bus equipment, etc.), and other related topics. Training includes significant class time as well as "on-the-road" driving time with the trainers, classmates, and supervisors.

Bus Operator Pay Rate: New hires who successfully complete SATCo's initial training program and transition to regular employment as a full-time *Bus Operator* will earn \$18.45 per hour. An initial 90-probationary period applies after training is completed and may be extended under certain circumstances. Completing the probationary period is required in order to be eligible for

the competitive benefits package, including health/dental, life, short-term disability, paid time off accruals, pension participation, and 401 (k).

Union Status: Following the 90-day probationary period, the bus operator is required to become a bargaining unit employee and pay related union dues.

To be Considered for an Initial Interview

All resumes must be accompanied by a brief cover letter, which must clearly identify what type of license you hold, and which endorsements and/or restrictions you have (other than corrective lenses). If you do not clearly indicate that you have a “P” endorsement and no airbrake restriction on your license you will not likely be considered any further. If these are clearly indicated in your cover letter and/or resume, you might receive an invitation for an interview. Interview invitations are typically sent by mail to the mailing address on your resume.

If you are selected for an interview, SATCo’s Office of Human Resources will notify you by mail, or by phone. Upon notification, your CDL license status, contact information, and appointment time will be confirmed, and a packet of information will be mailed to you, which will include all employment application paperwork.

If you are selected for an interview, please be aware of the following:

You must have current passenger experience on a variety of PVRTA bus routes by the time you attend the interview appointment. All candidates selected for an interview will be expected to have taken several recent trips on some of PVRTA’s busiest routes in the greater Springfield area. Discussing these current ridership experiences in great detail is an important component of the first interview. There are no exceptions to this requirement.

It is strongly preferred that you take a round trip ride on at least three out of six routes listed here: G1, G2, G3, B6, B7 and P20. These specific routes are typically assigned to new drivers. This is an important step in understanding the daily work environment of a public transit bus operator.

NOTE: The cost of a one-way trip to the end of the line is \$1.25. Once at the end of the line, another fare must be paid. A transfer is 0.25¢. Therefore, you might prefer to purchase a day-pass for \$3.00 or a weekly pass for \$12.50 when taking these trips as it would be more cost-effective.

1. You must bring a current CDL License. Your CDL and endorsement status must be verified before the interview takes place. If you do not have a “P” endorsement on your license and/or have an Airbrake restriction, you cannot proceed to the interview.
2. You must bring a completed application packet to the interview. A packet will be sent to you along with the above referenced bus schedules after you make your interview appointment. Your current mailing address, phone number and license status will be confirmed when you call to make your interview appointment. All application paperwork must be completed accurately, thoroughly, and legibly, or it will not be accepted.
3. Based on DOT regulatory requirements, all commercial driving positions you previously

held within the past 10 years will be subject to verification and drug/alcohol history checks.

4. All work history, especially commercial driving experience, must be verifiable in order to be considered for this position. All work-related references must be acceptable and completed timely.
5. Current contact information for at least three-work related references (including most recent employment) must be provided during interview process. All work-related reference checks will be conducted during the pre-employment process and must be received prior to the start of training.
6. Your post-offer criminal background check (CORI) and sex offender registry check (SORI) must not reveal any disqualifying criminal history.
7. During the interview process you will be required to provide *current* motor vehicle records from each state in which you resided in the past ten (10) years. All driving records must be official copies (not “unattested” copies) obtained from the Registry of Motor Vehicles, and must be in good standing. Driving records must be obtained during the interview process, and be dated *no more than* 30-days from the date of the interview in order to be considered current. Driving records obtained in-person or on-line from your local RMV branch are acceptable. You do not need to request your driving record from the Boston Office.

Helpful Tip: If you resided outside the state of Massachusetts within the past 10 years, it is advisable to obtain your out-of-state driving records (if applicable) for your files prior to being selected for an interview, since it can often take significant time to do so. Doing so will expedite MVR verification process if you are selected for an interview. Driving records from outside the state of Massachusetts can be dated more than 30-days from the interview date, as long as the date covers all the time in which you resided in that state.

8. Candidates who are offered a *trainee* position must pass a pre-employment physical, a DOT physical and a pre-employment DOT drug screen. Obtaining a new DOT medical card from SATCo’s designated medical provider will be required, even if you already have a current medical card. Refer to discussion on *Medical Requirements* above for important information in this regard.
9. Successful completion of the SATCo training program is required of all Bus Operators.

NOTE: Some advanced preparation will be required prior to starting class. For example, during the pre-employment process, trainees will be issued routing guide materials to review in preparation for class training and will expect trainees to begin riding various routes throughout the pre-employment process.

10. **Flexible Schedule Requirement:** Current training occurs on a varied schedule Monday – Friday and/or Tuesday– Saturday, normally from 8:00 a.m. – 4:00 p.m. Training schedules might vary based on training topics and other factors. Therefore, some schedule flexibility is required during the initial training period.

Once training is completed, your specific work days, specific days off and specific work hours are based on seniority and the result of the bidding process, and are subject to

change with each quarterly work bid. It is expected that you will regularly be required to work Saturdays and/or Sundays, and/or during the evenings, and no guarantee of any specific days or hours off can be made for any reason. In addition, because SATCo currently operates bus service on all holidays except Thanksgiving and Christmas, no guarantee of any specific holiday off can be made.

NOTE: Based on seniority provisions of the Collective Bargaining Agreement, newly hired bus operators normally do not have the opportunity to bid a Saturday off for *at least* seven (7) years. It might take *less than* seven (7) years for the opportunity to bid a Sunday off. In addition, it normally takes at least seven (7) years for a newly hired bus operator to have the opportunity to bid full weekends (both Saturdays and Sundays) off.

11. You must obtain a DPU card if hired. The company will sponsor obtaining the DPU card if you do not already have one.
12. You will be required to complete a self-certification process in-person at the Massachusetts Registry of Motor Vehicles. Regardless of whether or not you completed this process in the past, you must do so again after you complete your pre-employment and DOT physicals and obtain a current medical card.

If you would like to submit your resume and cover letter after your thorough review of this information, please follow the instructions under “*Submitting your Cover Letter and Resume*” section above.